



9800 Fredericksburg Road
San Antonio, Texas 78288

04664.CCHX.JSS240023231.01.01.3147

ANNIE SADIYA DOOKHAN

September 15, 2011

Reference: Additional information needed

Dear Annie Dookhan,

We are writing regarding the following claim:

Policyholder: [REDACTED]
Claim #: [REDACTED]
Date of loss: August 30, 2011
Loss location: Brockton, Massachusetts

Your claim is unresolved because we need a recorded statement from you as to what happened in this accident. Please contact USAA as soon as possible so that we may resolve this issue.

If you have questions, please call 1-800-531-8722 Ext. 79729.

Sincerely,

A handwritten signature in black ink that reads "Brian A. Henarie".

Brian A Henarie
Northeast Region
United Services Automobile Association